

The Fine Guide



Glastonbury Festival 2004

25th to 27th June

Gates open 10 am

Wednesday, 23rd June.

Please don't come before then.

The Festival is licensed until 5pm

Monday 28th June.



The Fine Guide

The 900-acre site is on the edge of Pilton village off the A361 between Shepton Mallet and Glastonbury.

This guide will help you make the most of the Festival experience – and avoid any potential pitfalls. And whether you're an old hand or a Festival virgin there's loads of useful stuff on the official website at www.glastonburyfestivals.co.uk.

Thanks for buying your ticket, the money will help support some great causes. If you know anyone planning to come without a ticket, please tell them that it really isn't worth the hassle – they won't get in.

Don't forget the necessary ID to accompany your ticket purchase you'll need to show it at the turnstile.

Getting ready

Everyone's got their own idea of what to bring to Glastonbury but here are a few time-honoured tips.

- Remember when packing that glass is not allowed on site.
- Only bring what you can afford to lose.
- Only bring what you can carry. You will have to lug all your stuff a very long way - twice - so travel light. Everything you need, except shelter, is on site.
- Bring warm & waterproof clothing, a pair of decent shoes, sun-cream, wet wipes and a torch to avoid those tricky guy-ropes.
- You can eat really well and cheaply on site, so if you want to travel light, ditch the food and cooking equipment.
- Only bring the credit cards you need and leave a note of the numbers at home to make cancellation easier if they get lost or stolen. Only carry a small amount of cash. There are cash machines on site – see 'Show Me The Money'.
- Only come with the keys that you are likely to be using, in case they get lost.
- Remember to bring your vital medications and keep them with you.
- Please don't bring your own sound system. Not surprisingly, the festival has music pretty well covered. Vehicles will be checked on the way in and the campsites patrolled for rogue stages and systems. Equipment found could be confiscated.

Children

- Travelling by public transport saves you money, reduces pollution and helps you to beat the queues. Seriously consider leaving your car at home. (see Travel section for options).
- Gates open at 10am Wednesday 23rd June. Please don't come before then. Early arrivals will be moved on by local police.
- You're more likely to save time by planning your journey than driving fast.
- The last part of the journey can be the longest – be ready for queues and bring plenty of water and go to the loo before you get close to the Festival.
- Come early to pick the best spots and get relaxed.
- Follow the directions of officials and avoid going through the village.
- Last minute booze-buying in Pilton isn't going to happen – the village shop won't sell alcohol and the pub will be closed.
- Please respect local residents' land and property don't trespass or maraud in the village.

Getting in

- Get friends' tickets to them before they leave for the Festival; it is utterly impossible to meet at the gates. If you have to meet up, do it at least 5 miles away from the Festival.
- Look after you ticket, they're like gold-dust. Last year there were thefts of tickets at motorway services some distance from the Festival.
- Be prepared to show your ticket for inspection at car park entrances or catching public transport or the shuttle bus.
- BUT do not give your ticket to anyone, even if they look like stewards, until you reach the turnstiles.
- The Passout System is tried and tested - please comply with it if you leave the site and plan to re-enter.

The souvenir programme is free with your ticket – pick it up when you enter, along with your handy Guardian Guide. You can buy extra programmes at Information Points

Children

- Children aged 12 and under have free entry if accompanied by an adult.
- Campsite Stewards will direct you to quieter or less dense places to camp. There is also a Family Camping Field.

Making camp

- If you want quiet, look for a less popular place to camp.
- Try to note where you camp in relation to a numbered Fire Point or other fixed point. Or make like a Blue Peter presenter and make a flag to mark your camp.
- Say hello to your neighbours to build a community feeling and provide greater security. Look after each other and if someone is feeling ill, get help.
- Remember that tents are very vulnerable, even zipped up. Padlocks scream "I have something worth nicking in here".
- Thieving gits will find it harder if you take some basic precautions. Postcode your valuables. UV pens are available at Property Lock-ups. Be inventive about hiding your money – spread it around.

Property Lock-ups

- If you're worried about something being stolen, don't leave it in your tent. Essential valuables can be left at the free 24-hour Property Lock-ups which are prominent around the site. They also sell cheap loo rolls and soap.

If you are unfortunate enough to be a victim of crime, report it to the Police HQ where you can get a crime record for insurance purposes. If you have information about a crime, call Crimestoppers on 0800 555111.

Light my fire

The end of the Festival is marked with burning of a wicker man in the Green fields. Ideally that should be the only thing that goes up in flames at the festival.

- Candles are dangerous and useless; use torches in and around tents.
- Only buy wax flares from authorised festival traders.
- Light fires considerably, away from tents. Only use the wood supplied – never from hedges and trees.

- Watch out for flying embers and sparks – they can start a fire even from distance.
- Don't burn plastic, please. Quite apart from anything else it stinks.
- NEVER use petrol or paraffin to start or revive a fire.
- If you cook, do it outside.
- Always change camping gas outside tents – even if it is raining.
- When changing gas cylinders, ensure gas tap is in the 'off' position, otherwise the gas will ignite when the cylinder is pierced and you could get badly burned.
- The wandering Campsite Wardens & security teams are looking out for dangerous fires, accidents and risky situations - please help them and use them.

Show me the money

- The NatWest Bank and NatWest Cash Machines are situated near the farmhouse. The Bank does not charge either for their cashier or cash machine services.
- The opening hours for the NatWest Cashier Service are: Thursday 10am – 5:30pm, Friday to Sunday 9am – 5:30pm, Monday 9am – 12 noon.
- One cheque a day can be cashed with a bank card up to the limit of the card. A whole cheque book (with just a few cheques inside for security reasons) is needed. Make sure the calender slip is in the back.
- Four NatWest Cash Machines are open 24 hours a day from Thursday 10am to Monday 12 noon, accepting all major debit and credit cards.
- 24-hour Link machines are situated near the Other Medical Centre. These make a small transaction charge, some of which goes to the Festival good causes.
- Get cash with a friend for company and security.

3000's a crowd

If a swelling crowd develops, avoid adding to it. Getting caught in crush can be pretty scary. Instead take a moment to sit down, relax, and listen for announcements offering alternative routes away from a potential build-up of people. Glastonbury is an unhurried experience, unlike most of life. Be patient.

Getting around

- The site is a massive 900 acres. Not counting the endless distractions or baggage, it takes at least an hour to walk from end to end of the site. And that's in daylight, sober.
- Disorientation easily sets in – not only in children. The surroundings change dramatically after sunset, when more tents arrive and crowds gather.
- Arranging to meet friends at the Mixing Tower may seem like a good idea – until you try it during a headline band after dark. Try the Meeting Point or a quieter landmark and remember that 'time' becomes a vague concept at the festival. Be prepared to wait.

Getting in touch

- Use your mobile phone to keep in touch with friends.
- Mobile phone providers have been invited to increase their capacity, but only Orange has transmitters on site to meet the demand. The Orange Music 247 tent can recharge your batteries whatever network you're on and help with any questions.

Getting to Glastonbury

By Bus

- National Express are running special coach services for Festival ticket holders from all over the country direct to the Festival Bus Station.
- Buy coach tickets on the booking line 08705 808080.
- Tickets will be checked on boarding and travellers without tickets will be expelled from coaches well away from the site.
- Badgerline are laying on linked services from Bath and Bristol, and a regular shuttle from Glastonbury and Shepton Mallet, delivering you right onto the site. Again, tickets will be checked on boarding.

By Rail

- There are extra trains to Castle Cary station from where you can catch the free coach shuttle for ticket holders only to the Festival Bus Station.
- The shuttle runs from Wednesday morning to Monday evening, stopping overnight when trains are not running.
- Visit www.wessextrains.com

Train services offered from **National Rail Enquiries** on **08457 484950**.

By Road

You will not get near the Festival without your Green-Levy vehicle pass: £5 per car or £40 per campervan/caravan. Get it where you bought your ticket, quoting your reference number or postcode. Put it on the windscreen well before you reach the Festival site.

- Hook up with others travelling to the Festival to minimise congestion and reduce pollution
- Check out the car-sharing website www.liftshare.com
- Plan your journey there and back in advance – it could save you hours.
- The worst time to arrive by car is between 12noon and 12midnight on Thursday.
- The worst times to leave by car are Sunday evening and Monday between 9am and 4pm.

Entrances

The Festival car parks are all ticket-only with no alternative car parking nearby. The car parks just outside the security fence are vast, so each field is numbered to help you remember where your car is parked.

- Using unofficial car-parking threatens the future of the Festival.
- Absolutely no camping or fires are allowed in the car parks.
- Don't park on verges, in gateways or private roads - you will be towed away by the Police, incurring expense (£140) and great inconvenience.
- Be aware of leaving your car unlocked as you either load or unload, & leave nothing visible inside (even food and drink).
- Leave the glove compartment open and conspicuously empty.

Campervans/Caravans

- Caravans, trailer tents and campervans are only admitted to the special areas, along Blue Route (off the A37), two of which are family fields.

Dropping-off, not parking

The drop-off/pick-up point is on the Glastonbury side of Red Gate off the A361. Please make sure this is the only point used, otherwise lost traffic with clog the tiny lanes.

Directions

From London:	M3 then A303 and A37.
From the North East:	A1 or M1, M25 to M3 (Junction 12), then A303 and A37.
From the Midlands:	Preferably M40 and A34 to A303 and A37.
From the North West:	M6, M5 to A39 (Junction 23) then A361.
From Wales:	M4, M5 to A39 (as above)
From the West Country:	A37 or A361

Traffic News

Check out the Festival website to use the police hotlink on the latest travel situation. Once within range (about 25 miles) Radio Avalon on 87.7 FM is good for traffic news.

By Foot

- Make yourself visible when walking along public roads in the dark. Wear something bright!

Disabled access

- People with mobility difficulties should buy a £5 car parking pass and follow the signs to Yellow Gate, off the A361, close to Red (Main) Gate.
- There is a dedicated parking area for the disabled, as well as a stewarded camping area, with transport between the two.
- It would help if you displayed an orange or blue disabled sticker on your vehicle.
- If you need to bring a camper van or caravan, or require more details of facilities for the disabled, you can call 01749 899051 or email disabledenquiries@glastonburyfestivals.co.uk

Be aware the site is a hilly dairy farm with rough tracks, harder than most environments.

The Small Print:

Only food & alcohol for personal consumption can be brought into the site. Please don't bring any glass bottles. They are dangerous and will be confiscated. We encourage you not to bring cans or anything else that would cause unnecessary rubbish. Please use litter bins and recycling points. You may be searched at the entrance for any items that may be used in an illegal or offensive manner. They will be confiscated. Persons suspected of carrying out illegal and/or offensive activities onsite may also be searched. No portable laser equipment or pens are permitted. No animals, sound systems, unauthorised fireworks, or wax flares, large fires or burning of plastic will be allowed on site. Persons using fireworks will be ejected from site and materials confiscated. No unauthorised tape recorders, professional film or video equipment allowed onsite. Cameras for personal use are welcome. Ticketholders consent to the filming and sound recording of themselves as part of the audience. CCTV will be used on site. Images will be monitored for the purposes of public safety, crowd management and crime prevention. For further information, contact Site Office, Worthy Farm, Pilton, BA4 4BY. The cost of the ticket includes camping (apart from Sunday tickets), musical and non-musical performances. Disabled facilities are available.

Free Glastonbury Text Alerts Text 'Glastonbury' to 247 for your free text alerts

As the official communications partner to Glastonbury, Orange has provided dedicated information services to ensure music-lovers can keep up to date of all the festival news. Orange customers can receive free text updates direct to your Orange handset. Simply text Glastonbury to 247 and you'll receive free festival news and the chance to win great prizes on-site.

Orange customers can also call 177* to hear up-to-the-minute line-up info as well as the latest weather and traffic conditions.

*Calls to the 177 information line cost 40p per minute.

If you are not connected to the Orange network call 07973 100 177 to access this service.
(Your network rates apply)



music247



Travel direct into Glastonbury festival

Save yourself a load of hassle.
Travel directly into the festival site by coach
from across the UK.

To book

click:

www.nxfestivals.com

call:

08705 80 80 80*

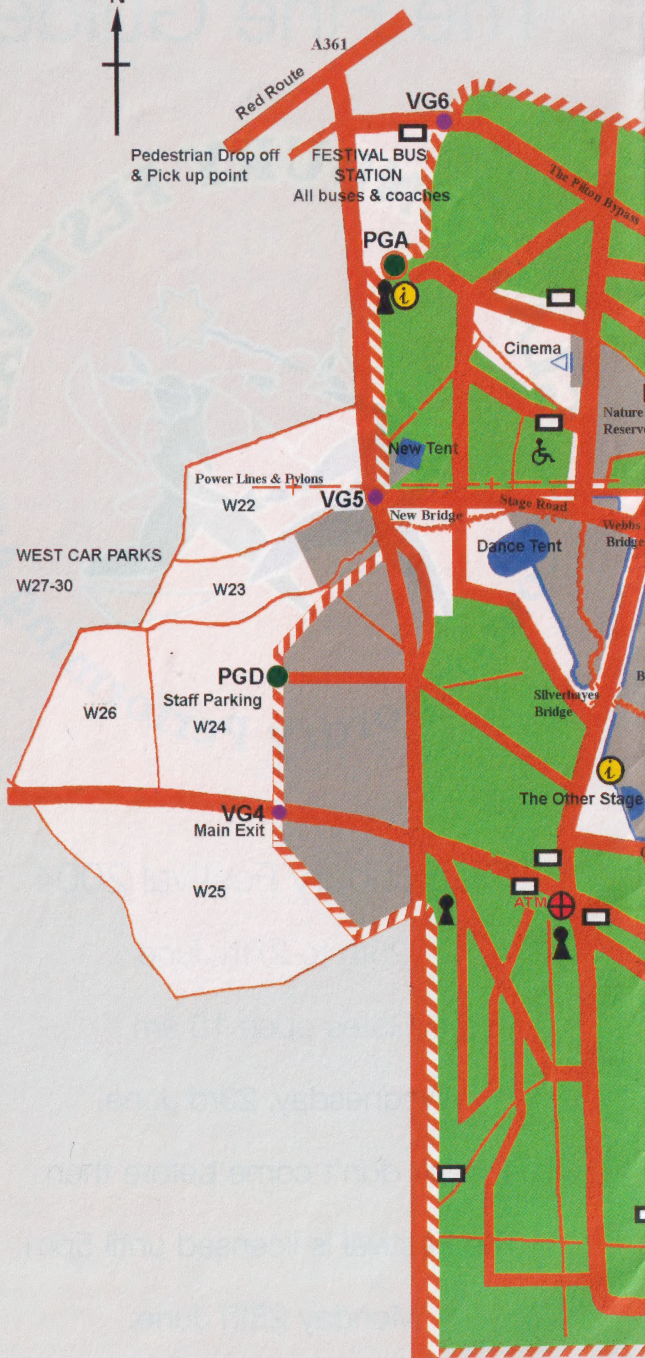
visit:

your National Express agent



NationalExpress

*£1 telephone booking fee applies.



KEY

- Information & phones
- Toilets/water
- Medical centre
- Welfare
- Event Location
- Property Lock-up
- Orange Music 247 tent

- Vehicle Gate (authorised vehicles only)
- Pedestrian Gate
- Perimeter Fence
- Market Stalls
- Track/Road
- Hedgerow
- Camping Only
- No Public Access



Information Points

- If you get lost, try leaving a message at any (or all) of the five Info Points, and/or with Radio Avalon (87.7 FM) who have an outpost at Main Info Point.
- Info Points are great places. They can give you directions, maps, transport details, local town and Festival information. They can post cards home, offer succour, handle complaints and compliments. They also provide free rubbish bags, sunscreen and condoms.
- The only public payphones are at Info Points.
- The free 'Q Daily' can be picked up at any Info Point, Friday to Sunday. Info Points also handle advance orders for mailing of the souvenir 'Q Glastonbury: The Ultimate Review' for £2.50 (plus p&p). It is also available Monday morning at the exits.

Looking after number one

The moment you enter the Festival site, you do not become an indestructible being, capable of anything. So look after yourself, don't overdo it and, most importantly, look out for others.

- Without wanting to sound like your mum, please wash your hands regularly. There is more chance of catching an infection in a field than at home.
- The festival takes place on uneven farmland. Take care, especially at night – you can't dance with a twisted ankle.
- Please do not climb any trees on site – it's dangerous and may damage the tree.
- Don't dig holes – a cow with a broken leg wouldn't thank you. If it could speak.
- There is lots of traffic on site. Give farm vehicles and trucks plenty of space to pass and don't ride on vehicles.
- Illegal drugs are no more legal on site, than off. There will be police on site.
- The festival is not a good time to experiment with drugs. The crowds, the noise and the sheer size of the place are likely to make any bad reaction much, much worse.
- Drunkenness is, at best, annoying and antisocial. Drug/alcohol cocktails can be lethal.
- Prolonged exposure to high volume noise can cause severe hearing damage.
- Serious sunstroke, sunburn or cancer can be caused by the sun on unprotected skin.
- You risk pregnancy and/or infection from unprotected sex.

Antisocial and illegal behaviour will not be tolerated: ejection, possibly by the police, without return, will be the outcome. This can be widely interpreted.

Medical & Welfare

- There are two Medical Centres, a pharmacy & two Welfare Centres.
- The Welfare Centres provide experienced, caring & confidential help for all kinds of practical and personal problems, as well as dealing with lost & found property.
- Lost children are cared for in the Children's Areas until 8pm daily, after which they are taken to Wagonshed Welfare, next to the farmhouse.
- Green Fields offer a variety of alternative therapies.

Worthy Indeed

Glastonbury Festival prides itself on being a festival with a conscience, utilising local facilities and giving to many good causes. As well as the big donations to major charities, the festival helps raise funds for many smaller organisations – many of whom provide staff and facilities on site. These range from local Parent-Teacher groups to others campaigning for a better world.

The ethos of Glastonbury is always carefully considered, including any sponsorship at the Festival. Sponsorship helps balance the Festival books, providing vital income for the good causes, while branding is kept to a minimum.



Oxfam



WaterAid

GREENPEACE

A Greener, Cleaner, Fairer World

The Festival actively supports the invaluable work of these green charities – whose message becomes more urgent each year. All festival-goers are encouraged to think green and to do their bit – this year the aim is to reduce the amount of rubbish scattered everywhere. So please bag it & bin it – and recyclers will collect it. This way you'll enjoy a cleaner festival and feel good about yourself in the process. Oh, and please don't pee in the ditches and hedges, it's bad for the wildlife and makes the site dirtier for everyone, including you. The potential of pollution is still a serious threat to the future of the festival.

Thanks for buying a ticket so our work worldwide can continue to grow.

The Fine Guide is brought to you by the Festival Information Service.

Enough advice already - have a wild and unforgettable time.